

Simple guide on Student Account Activation

- ✓ Simple & easy
- ✓ Activate your account via mobile phone, laptop or PC
- ✓ FAQ for account activation available in this document

1 **Go to: <https://sspr.sunway.edu.my>**



Open any browser
(e.g. Chrome, Opera,
Mozilla or Safari etc)

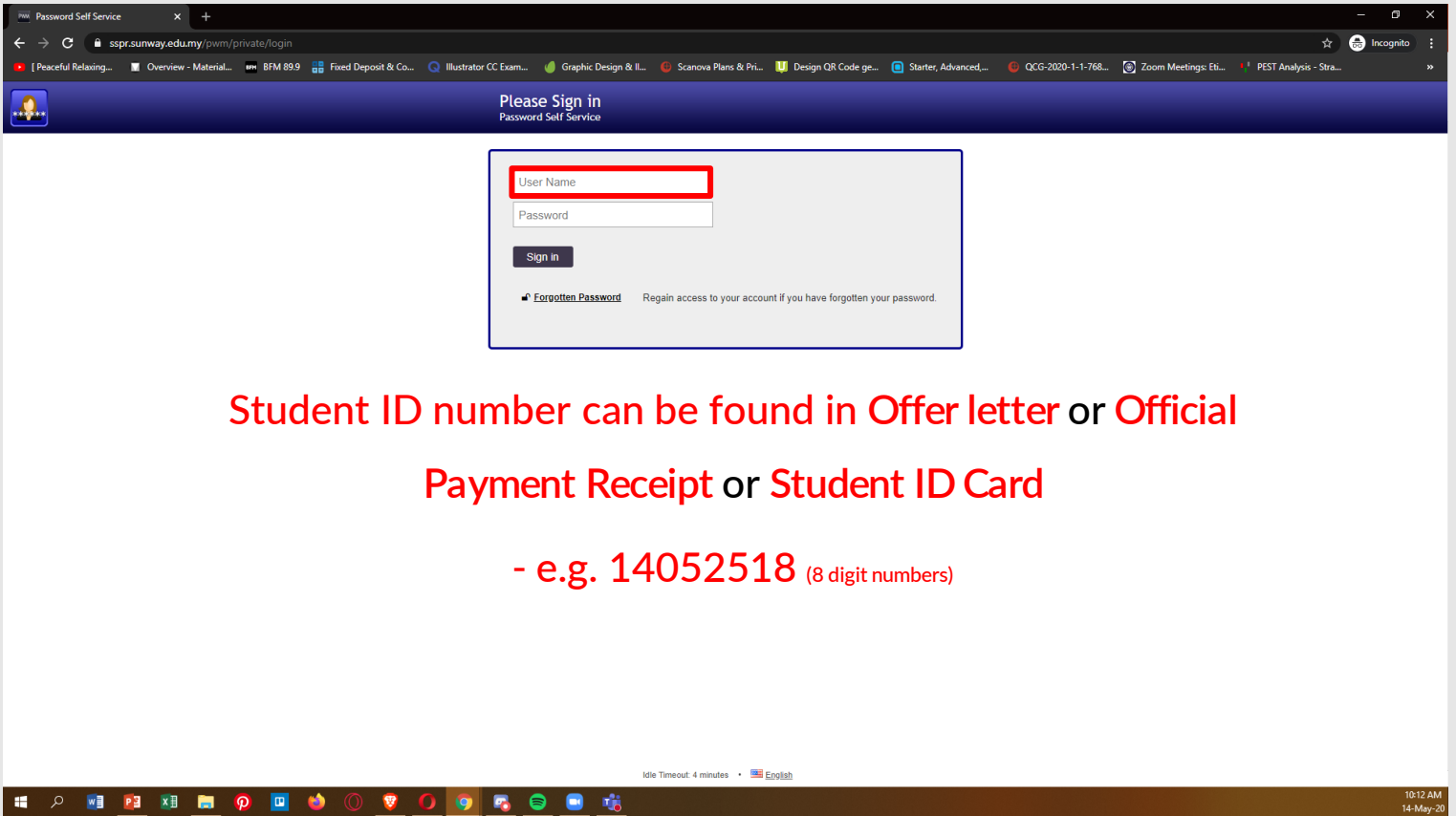


Key in eLearn link in the
browser:
[elearn.sunway.edu.my](https://sspr.sunway.edu.my/)



Press "**Enter**" to
proceed to the next
step.

2 Key in your student ID number



Please Sign in
Password Self Service

User Name
Password

Sign in

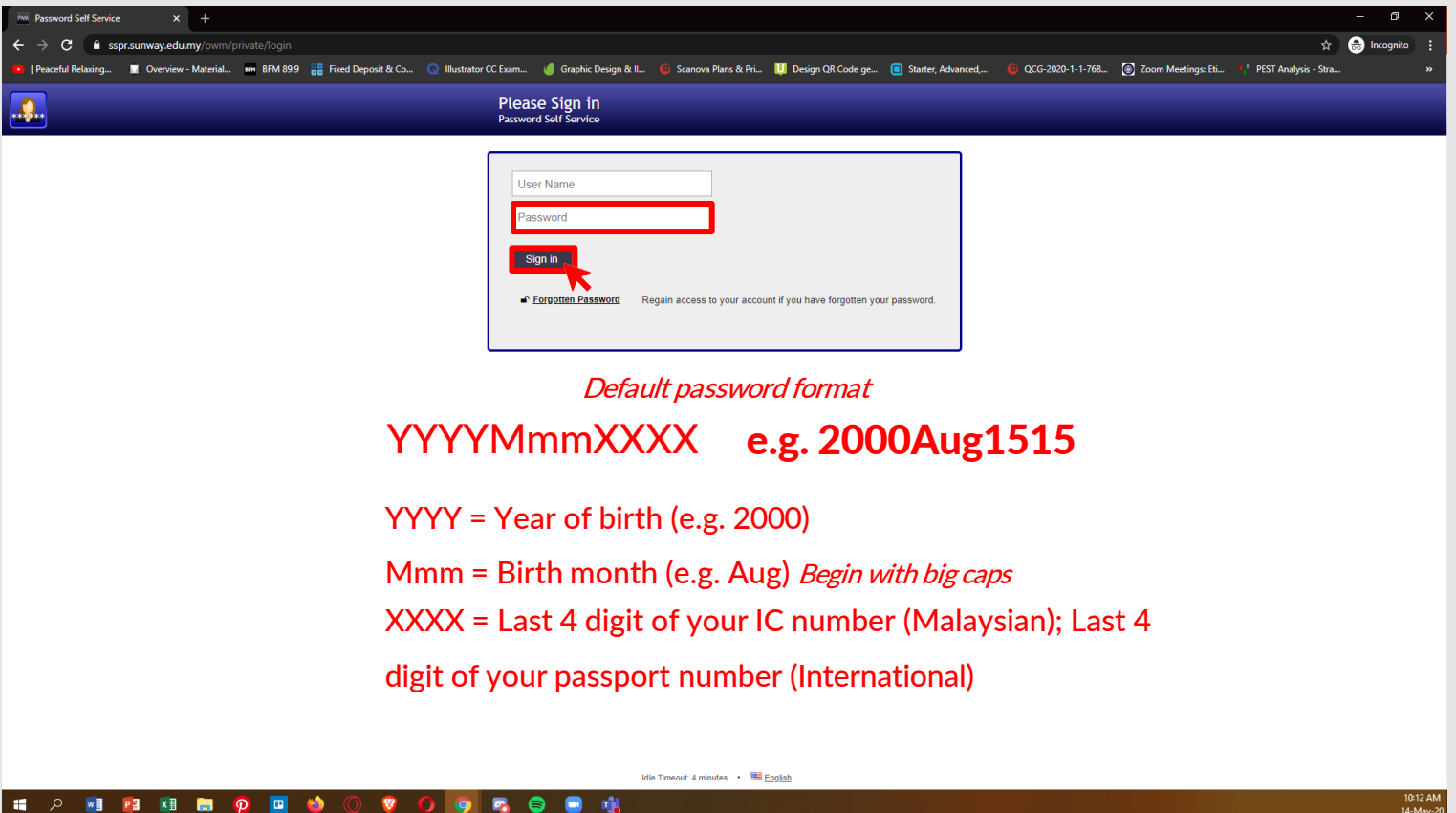
Forgot Password Regain access to your account if you have forgotten your password.

Student ID number can be found in Offer letter or Official Payment Receipt or Student ID Card

- e.g. 14052518 (8 digit numbers)

Idle Timeout: 4 minutes English 10:12 AM 14-May-20

3 Key in default password & click "Sign in"



Please Sign in
Password Self Service

User Name
Password

Sign in

Forgot Password Regain access to your account if you have forgotten your password.

Default password format

YYYYMmmXXXX e.g. 2000Aug1515

YYYY = Year of birth (e.g. 2000)

Mmm = Birth month (e.g. Aug) *Begin with big caps*

XXXX = Last 4 digit of your IC number (Malaysian); Last 4 digit of your passport number (International)

Idle Timeout: 4 minutes English 10:12 AM 14-May-20

4 Setup security question



Minimum 4 character for the security question answer

If you forget your password, you can access your account by answering your security questions.

Please choose your questions and answers that can be used to verify your identity in case you forget your password. Because the answers to these questions can be used to access your account, be sure to supply answers that are not easy for others to guess or discover.

Please type your security answers

— Please select a question item from the list —

— Please select a question item from the list —

— Please select a question item from the list —

— Please select a question item from the list —

Save Answers

5 Confirm security answer

Be sure your answers and questions are correct. Check the spelling and punctuation. In you are unable to remember your password, you will be able to access your account by supplying the answers to these security questions.

What city / town were you born in?

Tokyo

What is the name of your favorite pet?

Mike

What is the name of your favorite teacher?

Edward

What is your favorite food?

Pasta

Confirm Security Answers Go Back

6 Changing password



Please read & fulfil the password policy stated on the screen

14052518 Password Self Service

Change Password
Password Self Service

Please change your password. Keep your new password secure. After you type your new password, click the Change Password button. If you must write it down, be sure to keep it in a safe place. Your new password must meet the following requirements:

- Password is case sensitive.
- Must be at least 8 characters long
- Must be no more than 16 characters long.
- Must include at least 1 letter.
- Must include at least 1 number
- Must have at least 1 symbol (non letter or number) character.
- Must have at least 1 lowercase letter.
- Must have at least 1 uppercase letter.
- Must not include any of the following values: password test overly user
- Must not include a common word or commonly used sequence of characters.
- Must not include part of your name or user name.
- Must have at least 3 types of the following characters:
 - Uppercase (A-Z)
 - Lowercase (a-z)
 - Number (0-9)
 - Symbol (!, #, \$, etc.)
 - Other language characters not listed above

Please type your new password

New Password

Confirm Password

Change Password Cancel

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10:14 AM
14-May-20

7 Password reset complete



System will take 1 to 3 minutes to complete

14052518 Password Self Service

Sign out
Password Self Service

You are now signed out.

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10:14 AM
14-May-20



FAQ - Account Activation

- **Where do I get my Student ID to start the registration process?**
You can retrieve it from your payment receipt. If you have misplaced your receipt, kindly email to your school program coordinator to obtain the student ID.
- **What is my Student ID / Username?**
Your student ID (in numeric format) is your user login to access iZone, iMail, eLearn and Wi-Fi. Example of username/student ID: 12008999.
- **I don't understand the instructions of default password - YYYYMmmXXXX?**
Student A's date of birth is 12th September 2002 with IC number 020912- 10-1234. The default password would be 2002Sep1234.
- **Who do I call if I have issue logging in??**
*We encourage you to email us at helpdesk@sunway.edu.my and indicate your student's name, student ID as well contact number. Alternatively, you may also call ITS hotline @ 03-2022 5898 (*hotline service is available from Mon-Fri, 8.30am - 5.30pm)..*
- **How do I change the default password?**
Go to URL <https://sspr.sunway.edu.my> and follow the given instructions.
- **Can I access <https://sspr.sunway.edu.my> from my Smartphone?**
For better user experience, it is recommended to use desktop PC or laptop browser such as Mozilla Firefox or Google Chrome.
- **After successful change of password, what should I do next?**
*Please wait for 5 - 10 minutes after password change. The new password will be reflected in all services such as iZone (<https://izone.sunway.edu.my>), eLearn (<https://elearn.sunway.edu.my>) as well as iMail (<http://www.imail.sunway.edu.my>).
**mLearn – MUFY LMS (<https://mlearn.sunway.edu.my>)*